Council on Technology Services
State Local Applications and Network Integration Workgroup
March 9, 2000

Outline for the State and Local Application and Network Integration Workgroup - State-Local Information Systems Report

I. State-local information systems link state and local agencies together

- To provide consistent customer service delivery and program administration
- To allow the sharing of information to achieve mutual customer service goals

II. State-local information systems are complicated and requirements change rapidly

- State and local governments often don't understand each others roles
- There is an enormous variation in local conditions and technical capabilities
- State agencies are tasked to make programs and solutions work statewide despite differences at the local level

III. What makes an ideal state-local information system project - *Six* characteristics

- Customer oriented and customer driven rather than government driven
- Examples - "I've moved", "Bought a Boat", "Death of a Relative"
- Compelling objectives
- Effective project management structure
- Comprehensive technical designs
- Easy to use solutions
- Standards Based

IV. Barriers to ideal state-local information systems

- Lack of education and information about technology and programs
- Lack of understanding about priorities, projects, schedule commitments and timing
- Lack of shared, reliable computing/network infrastructure
- Goals that are too ambitious for the resources available
- Financing and funding complications results from various streams of revenue
- Human and organizational resistance to change
- Unrealistic time frames
- Organizational, programmatic, technological and legal complexity
- Different or changing priorities
- Overlapping or conflicting missions among agencies

V. Guiding Principles for collaborative state-local information system initiatives

- Understand each others abilities, strengths and limitations
- Build upon successful locality to locality, agency to agency and regional projects
- Have a clear purpose and realistic measurable expectations
- Commit to serious partnerships that focus on common goals
- Choose the right people for the jobs that need to get done
- Expect to assemble a mixture of resources (funding and staff)
- Communicate as if your survival depends on it
- Design systems that integrate and enhance the business
- Demonstrate and refine ideas before you implement
- Let common sense guide you to workable solutions

VI. Virginia Best Practices Identified

- Council on Technology Services
- Digital Signature Pilot Team
- Telecommunications Workgroup (Shared Contracting)
- Seat Management RFP
- Gain sharing and COTS-IX
- Executive Order 51
- Department of Social Services - network computing model for local application interfaces using object request brokers (ORB) and application interface replication objects
- State Police VCIN and Live Scan deployments
- DMV Web-enablement and integration of legacy technology
- Land Records Modernization Task Force
- VGIN
- Hampton Roads Regional Locality Projects
- Shared Regional Government Network
- Smart Region Initiative

VII. Industry/Government Best Practices Identified

- Define purpose and scope
- Choose a well-skilled and respected project leader
- Recruit the right project team
- Sell the project to decision makers (know the right decision makers)
- Communicate often and clearly with stakeholders
- Use technology to improve communications, E-mail, Listserv’s, www.LGov.org
- Finance creatively, fund portions of projects with various agencies/localities
- Adopt tools and techniques that can manage complexity

- Look for existing models
- Understand and improve processes before you apply technology
- Match the technology to the job
- Use industry standard technology
- -dopt and abide by data standards
- Integrate with related processes and practices
- Prototype for understanding and agreement about design
- Choose a capable and representative pilot site
- Make the best use of vendors
- Train thoroughly
- Support users
- Review and evaluate performance

VIII. Recommendations

- Focus on improved inter-networking between agencies and local government by first adopting the Virginia Network Vision as drafted by SLANI in May 1999.

- Increase the communication on proposed projects and best practices between agencies and localities by:

- Formalizing the use of COTS-IX or a similar Internet Listserv tool for communication of status of existing and proposed projects

- Schedule meetings with localities and agencies using teleconferencing to address travel and location issues

- Explore using the annual the COVITS Conference as a forum for providing information on technology plans and projects

- Continue to use the SLANI Workgroup to drive communication and cooperation on shared systems

- Adopt and operationalize the Guiding Principles, by working with Department of Technology Planning to determine how they could be addressed within the Enterprise Architecture

- Develop a method for State Agencies and localities to conduct joint training and share in the cost of technical training programs

- Implement a formalized project management training and certification program

The web citation for the Center for Technology in Government document is:

Council On Technology Services

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Commonwealth of Virginia Network

Vision Statement

The Commonwealth of Virginia provides a single statewide network to transport data, voice and video between state agencies, educational institutions and its local governments. This network is constructed using Internet type design principles, technologies and standards. "Single Pipelines" are used to provide aggregate and shared bandwidth to common locations rather than using multiple single purpose connections.

Characteristics of the Single Pipeline:

Shared high speed connections are provided to individual regions to establish a point of presence in each region thereby allowing multiple edge or end-points to be established using local intra-LATA-connections.

Standards for addressing and protocols are used by all participating agencies, institutions and localities.

Security is provided to protect the network from outside threats and to insure the integrity and confidentiality of information passed among the various users.

A method exists to fairly share the cost of the network among the participants and provide an adequate accounting of those costs to funding or sponsoring bodies.

Firest Presented to COTS in May 1999